

Behavioral Health is Essential To Health



Prevention Works



Treatment is Effective



People Recover

Disclaimer

The views expressed in this training do not necessarily represent the views, policies, and positions of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA) or the U.S. Department of Health and Human Services (HHS).

Today: Last Training Session

- Resume *Staying Active: Sustaining Confidence, Part II* from November 14
- Complete the fifth and final training module in the series, *Cultural Activation Prompts: Making the Connection*
 - Gaining an understanding of culture and your cultural identity
 - The impact and intersection of your personal beliefs, attitudes, and values on the health services you receive
- The value and use of Cultural Activation Prompts (CAPs)
 - Example responses



Resuming Staying Active: Sustaining Confidence, Part II

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Tips for Sustaining Cultural Activation

Using data to identify and sustain improvements:

- Ensure that the demographic and social determinants data elements are in the Management Information System(MIS)
- Ensure that cultural identity data elements are included in the MIS
- Ensure that a cultural assessment is administered for all consumers



Tips for Sustaining Cultural Activation

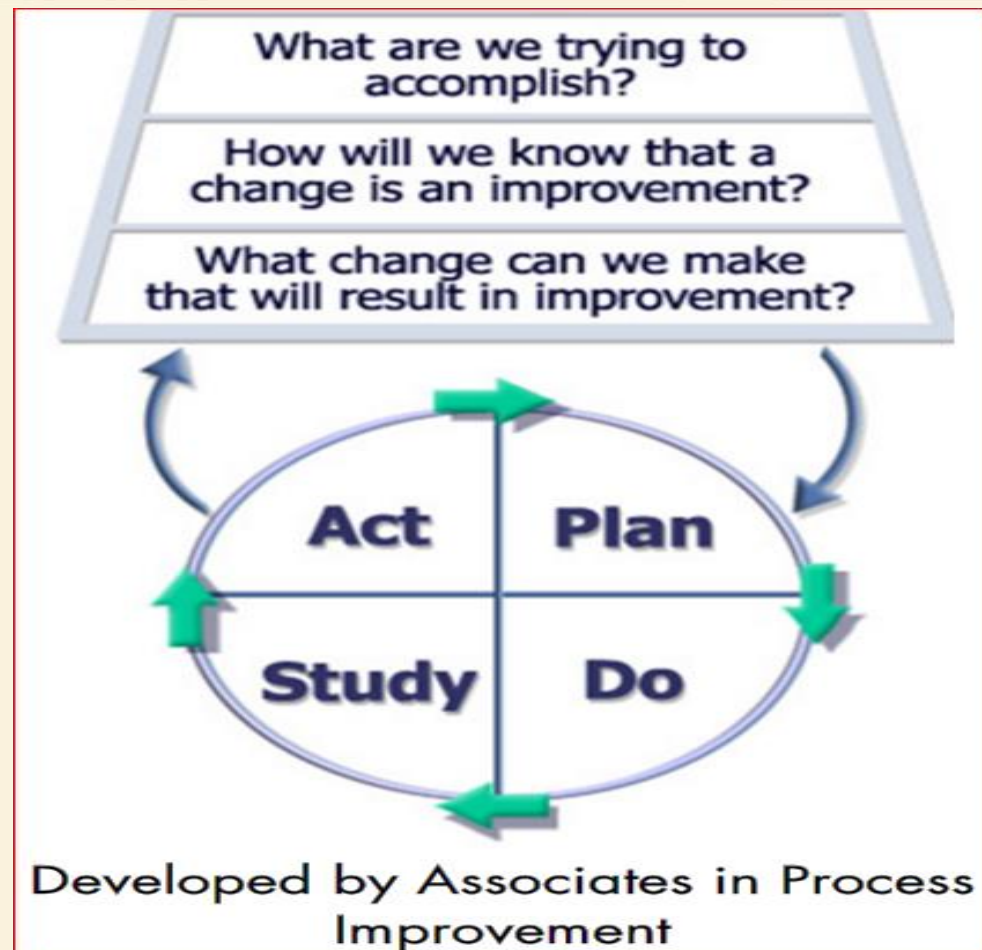
Using data to identify and sustain improvements:

- Analyze data
- Use a cultural lens to interpret information gleaned
- Acknowledge the truth of the data (do not ignore things that appear to be unpleasant)
- Fundamental Questions:
 - What are we trying to accomplish?
 - How will we know that a change is an improvement?
 - What changes can we make that will result in improvement?



The Model for Improvement

***What changes
can be made
that will result in
improvement?***



The Model for Improvement: Plan-Do-Study-Act (PDSA)

***What changes
can be made
that will result in
improvement?***

- **Plan**

Objectives; questions and predictions; plan to carry out the cycle

- **Do**

Carry out the plan; document problems, unexpected findings

- **Study**

Complete analysis; compare to prediction; summarize findings

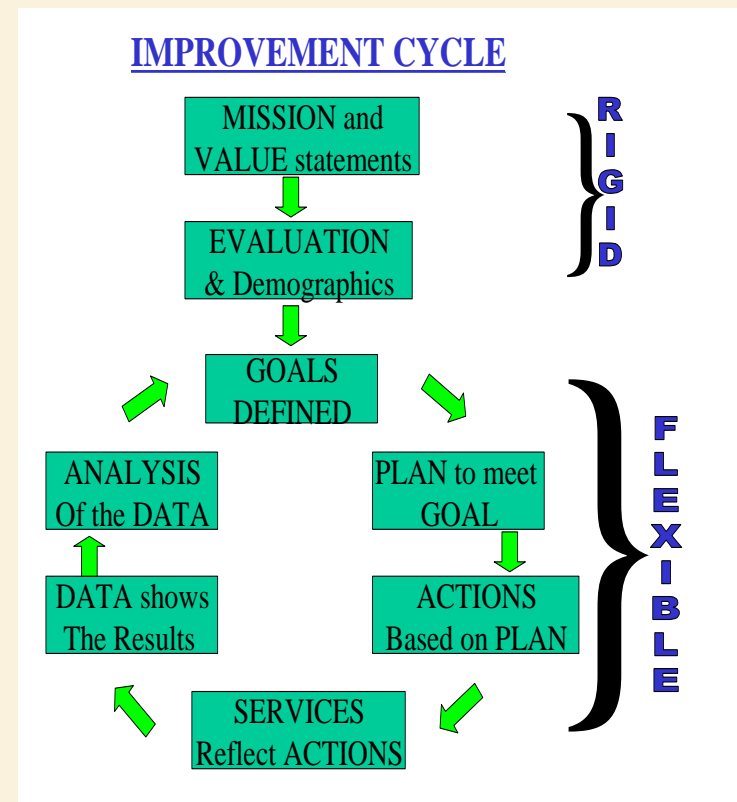
- **Act**

What changes are to be made; next cycle

Path of Continuous Improvement

CONTINUOUS IMPROVEMENT

- **Results** are the reflections of the effort.
- **Effort** is the reflection of the foundation laid.
- **Foundation** is a reflection of the Commitment.



Use Data to Drive Better Outcomes



The **presence of data** on race, ethnicity, and language does not, in and of itself, guarantee subsequent actions in terms of analysis of quality-of-care data to identify disparities or actions to reduce or eliminate disparities that are found.

The **absence of data**, however, essentially guarantees that none of those actions will occur.

Complexities



“America is the melting pot where nothing melted.”

– Tony Kushner, *Angels in America*

Complexities (cont.)



America can be described as an ethnocultural salad, in which all of the ethnic and cultural ingredients of various groups are tossed together while still retaining their unique flavors and taste.



Cultural Activation Prompts: Making the Connection

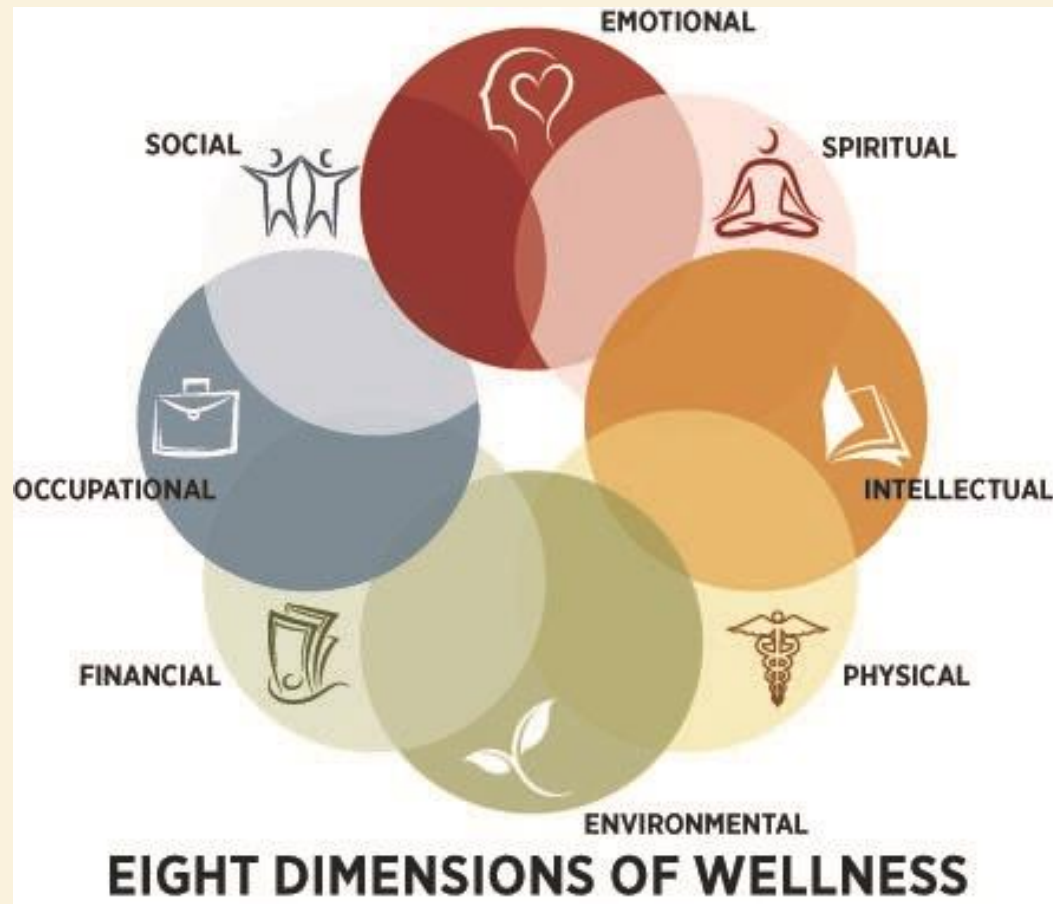


Definition of Wellness

“Wellness is being in good physical and mental health. Because mental health and physical health are linked, problems in one area can impact the other. At the same time, improving your physical health can also benefit your mental health, and vice versa. It is important to make healthy choices for both your physical and mental well-being.”

– SAMHSA

8 Dimensions of Wellness



What is Culture?

“People become aware of their culture [and subcultures], when they stand at its boundaries - [when they encounter] contradictions to their own culture; or [when they] become aware of other ways of [doing, thinking, living and being].”

Anthony P. Cohen (1985) - *Modified*

What is Culture? (cont.)

There are many interpretations surrounding the various definitions of culture:

- Way of life for a group of people that encompasses behaviors, beliefs, values, and symbols
- Way of life that is accepted and passed along by communication and imitation, from one generation to the next
- A system of beliefs and values within a society
- Reflects traditions

What is Culture? (cont.)

There are many interpretations surrounding the various definitions of culture:

- Is shared by factors such as proximity, education, gender, age, and sexual preference
- Is learned – it is not innate or biological
- Is dynamic
- Gives meaning to reality

Defining You

*Identity is our self,
our personality and
our individuality.*



Cultural Identity

Cultural identity is the **identity** or feeling of belonging to a group. It is part of a person's self-conception and self-perception; related to nationality, ethnicity, religion, social class, generation, locality or any kind of social group that has its own distinct culture.

- Moha Ennaji

Cultural Identity (cont.)

- Shaped by being part of several “cultural groups” that are important in one’s life
- Working together, the defining features of these groups make up a cultural identity

Examples:

- Gay man living in the suburbs who works in advertising
- Conservative religious Muslim
- Recent immigrant from Ecuador who speaks only Quechua
- Black Professional Woman

What Should Caregivers Know?

Be aware of your own cultural identity.

- Reflect on your background and life experiences.
- How have these experiences shaped who you are?
- Do you have anything in common with those you are serving?
- What are some of the cultural differences with those whom you serve?
- Do these differences create a barrier?
- As a caregiver, how do you address any barriers?

What Should Caregivers Know (cont.)

What culturally matters to consumers when they are receiving care, recovering and living a valued life in the community:

- Worldviews, values, and attitudes
- Cultural strengths
- Cultural care barriers
- Cultural supports

Culturally Competent Clinicians

1. Should conduct cultural assessments
 - Several instruments exist, for example,
APA endorsed DSMV Cultural formulation Interview
2. Cultural information should be shared and inform all phases of a treatment encounter

Neither of these events may take place

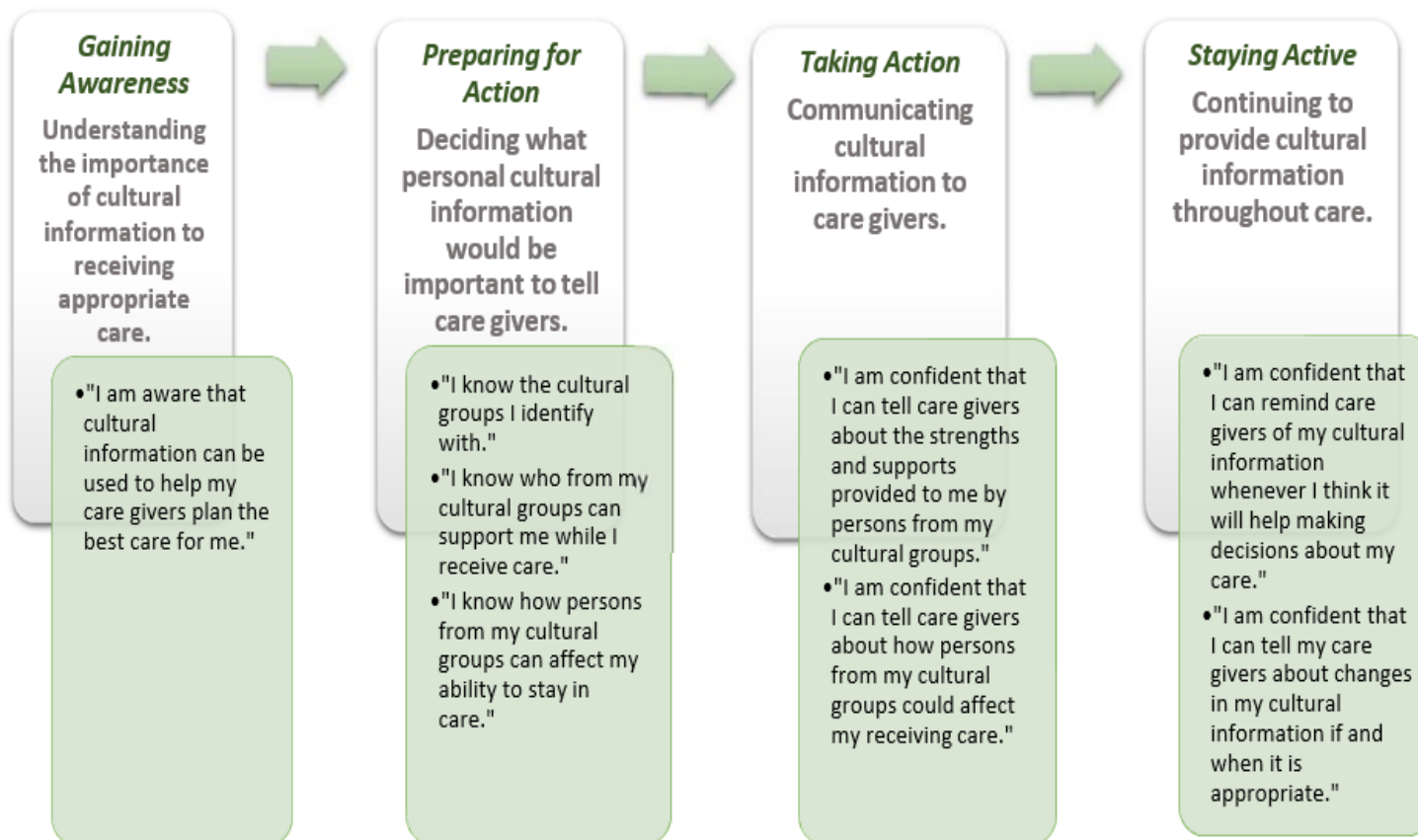
Importance of Cultural Information

Cultural information:

- Improves the **therapeutic encounter**
 - Trust building
 - Creating and sustaining meaningful relationships
- Enhances likelihood of greater **engagement** and appropriate **retention** in care – *an engaged consumer is more likely to have positive health outcomes*
- Allows **care choices** to be made that are more appropriate
- Allow **recovery plans** to be developed that are better attuned to cultural identity needs

Stages of ACTIVATION and its MEASUREMENT

Stages of Consumer Cultural Activation and Cultural Activation Measurement Scale (CAMS) Items



Cultural Activation Prompts (CAPs) for Consumers

***Prompts for a consumer to start a cultural conversation
with their caregivers.***

Tell them...

- ...what you would like to be called.
- ...the kind of person you would like to receive care from.
 - *Even if the person you are seeing for your care is not your first choice, it is still good to discuss this*
- ...the different cultural groups you identify with because you share some of their important values and world views -
*This is your **cultural identity**.*

Cultural Activation Prompts (CAPs) for Consumers (cont.)

Tell them...

- ...any negative or traumatic experiences you have had related to your cultural identity.
- ...the names given by persons in the groups you culturally identify with for why you are seeking care, *even the ones that may be hurtful.*
- ...what individuals from the groups you culturally identify with may think is the reason(s) you're seeking care.

Cultural Activation Prompts (CAPs) for Consumers (cont.)

Tell them...

- ...why you think you need care.
- ...what attitudes that people from the cultural groups you identify with have about you seeking care.
- ...what supports might be given to you from the cultural groups you identify with while you are receiving care.

Cultural Activation Prompts (CAPs) for Consumers (cont.)

Tell them...

- ...what stresses might be placed on you by persons from the groups you culturally identify with when you are receiving care.
- ...who from the groups you culturally identify with might help you while you are in care.
- ...about the different kinds of care or alternative practices that have been helpful to you in the past.

Cultural Activation Prompts (CAPs) for Consumers (cont.)

Tell them...

- ...about care that you have had that was not helpful.
- ...things you like to do with groups you culturally identify with where you live, work, worship, shop, play, etc.
- ...how people from the cultural groups you identify with know that you are in recovery.

Cultural Activation Prompts (CAPs): Data Element Examples

Cultural Identity

- Combinations of *(but, not limited to)*:
 - ✓ Race/ethnicity
 - ✓ Country you or your family came from
 - ✓ Language you prefer to speak
 - ✓ How long you have been in the U.S.
 - ✓ Community you live in
 - ✓ Gender identity
 - ✓ Educational level
 - ✓ Income
 - ✓ Occupational status
 - ✓ Sexual orientation
 - ✓ Political affiliation
 - ✓ Faith and religious affiliation

Cultural Activation Prompts (CAPs) for Consumers (cont.)

Cultural Identity

- Cultural view of mental health challenges
 - Causes, stigma, trauma
- Cultural supports and stressors
 - From cultural network
 - From providers
 - Treatment preferences
- Recovery
 - Desirable personal outcomes
 - Desirable community outcome
 - Desirable community supports

Lenora's CAPs

Prompts

1. What would you like to be called?

Lenora's Responses

1. "I would like be called Lenora, at times Mrs. Reid-Rose, and of course, my friends call me Lenny."

Lenora's CAPs

Prompts

1. What are the names given by persons in the groups you culturally identify with for why you are seeking care?

(Even the ones that may be hurtful)

Lenora's Responses

1. "Crazy"

Lenora's CAPs

Prompts

1. What do persons from the groups you culturally identify with think may be the cause(s) of your seeking care?

Lenora's Responses

1. "Hanging around with the wrong crowd, or because I don't go to church anymore."

Lenora's CAPs

Prompts

1. What indicates to persons from the groups you culturally identify with that you are in recovery?

Lenora's Responses

1. That I want to party with my friends or when I want to go back to singing in the church choir."

Lenora's CAPs

Prompts

1. Have you had any negative or traumatic experiences related to your cultural identity?

Lenora's Responses

1. "Yes, I have been discriminated against at work."
2. "Once I was passed over to be the president of the Snow Club."
3. "I have experienced racism."
4. "People have called me ugly names."

Lenora's CAPs

Prompts

1. What kinds of different care or alternative practices have you had that were helpful?

Lenora's Responses

1. "I drink *moringa* tea."
2. "I tie "sour sop" leaf on my head."
3. "Going to church and speaking with my Minister helps."
4. "I like to get a massage, it helps me to feel better."
5. "I have also tried acupuncture, it seems to work for me."

Lenora's CAPs

Prompts

1. What type of care have you had that was not helpful and what are your feelings about that care?

Lenora's Responses

1. "You know, God knows best, he does not give me more than I can bear, he will take care of me. I just need to pray harder."
2. "Those people want to work their experiments on me!"

Lenora's CAPs

Prompts

1. Who from the groups you culturally identify with might help you while you are in care?

Lenora's Responses

1. "My cousin who lives in Jamaica, my best friend in Atlanta, my daughter, and my Minister will help too."

What are Your 'Cultural Activation' Takeaways?

What 'Cultural Activation' strategies, practices, or processes are you planning to use or incorporate

- as an individual (client, patient or consumer);
- as a caregiver (including peer advocate, clinician, health professional); or
- as an organization?

How can you empower your clients, patients, consumers or peers to present themselves from a cultural perspective?

Summary

I AM WHO I
AM, AND
THAT'S ALL I
CAN BE



I AM WHO I AM,
ACCEPT ME,
REJECT ME,
BUT
I'M STILL ME

Q & A



Thank You!

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SAMHSA's Program to Achieve Wellness

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